Ala-FACTS

FACTS
Family, Adult, and Child Tracking System

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Commissioner

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Children & Family Services
Paul Butler
Director, Family Services
Doris Ball, Director
Adult Protective Services
Tom Bernier
Project Director
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John James
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Cris Moody
Training Team Manager
Allyson Venable
Technical Team Manager
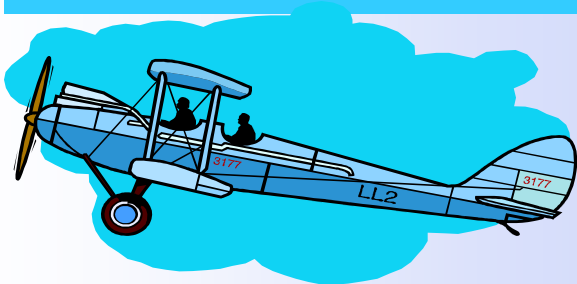**Don Griffin, Conversion/Interface Team Manager**
Tim Preskitt, Product Integrity Team Lead

Our Agency's Vision
Helping change lives for the better by providing the premier social welfare programs in the southeastern United States .

Pilot Counties in Full Swing!

Check our web page on the DHR Website, as well as the DHR Intranet site. Look for FACTS, then find links to a variety of helpful information.

FACTS PILOT OFF THE GROUND

First successful FACTS Intake completed in Lee County! Jamie Fulton, seated, captured an intake in the new FACTS System on August 12, 2008. Jamie is a social worker primarily in Intake. Pictured also is Harold Brown of the FACTS Project Team. He was "on the ground" in Lee County as they went live on FACTS. The first person in the entire state to log on to FACTS was the Lee County Lead Mentor, Tammy McDonald.

The FACTS system was implemented in Crenshaw, Lee and Montgomery counties as well as in the State office on August 11. This means that over 300 staff have successfully logged on and begun to use the FACTS System to carry out their daily work, for example, entering intakes, case details, and other important information. The pilot counties are to be commended for their time and for their support of the implementation process.

As expected, the process of incorporating the system into the day to day business of the Department has been difficult. It should be noted that pilot operations are a part of the system test phase and problems are to be expected. There were some start up problems related to access to data as well as some data conversion issues. Several system defects were identified and have either been fixed or are in the process of being resolved. We are hopeful that subsequent rollouts will be easier on staff as many of the problems seen in pilot will have been addressed. However, it is fair to say that the size and scope of the system have been challenges to pilot staff. It is proving to be difficult to absorb the complexities of the system while continuing to perform day to day tasks.

We have already learned important lessons about preparation and implementation, and will utilize this information to benefit the remaining counties as we approach Rollouts 2, 3, and 4. The FACTS System is large and comprehensive, and represents a very different approach to documentation for many of our staff. We are confident, however, that Alabama will not only learn but master the system and perhaps even become a national model for development, training, and implementation of a strong SACWIS System.

First Successful Intake Lee County

Mentors Lead County Process

Lee County Mentor Debra Shepard, Adult Services Supervisor Carolyn Thompson and Mentor Kristen Cotter worked long hours to prepare for implementation and to support their county's pilot experience.

Allyson Venable, left, and Nancy Schlich discuss the Financial module of FACTS. Allyson is a member of the FACTS Project Team and Nancy is in the Finance Division at SDHR. Nancy has been instrumental in the development of the finance portion of the system, and says unequivocally that "FACTS is going to revolutionize the way we do business at DHR!"

FACTS and Finance
Work Together

McSwean Supports
Crenshaw Implementation

Billy McSwean, above left, of Crenshaw County says "As a Family and Children's Service Supervisor, I have found that my ability to have immediate access to each of my worker's cases at my desktop is very beneficial. I no longer have to spend time searching for paper records; all of the case information is right in front of me." Pictured also is Tanya Parks, the county's lead FACTS Mentor.

Pilot Staff
Rise to Challenge

More than 300 DHR staff statewide are now FACTS users, and the Pilot Directors have been central to the implementation process. Lesa Syler, Jan Burke, and Terry Benton led the way for counties, while Doris Ball and Paul Butler were at the forefront of implementation at the state office. In addition, administrators at SDHR in Resource Management and Finance have supported the pilot process.

Montgomery County Director Terry Benton cautions that FACTS is a "Comprehensive, complex system with a steep learning curve."

Information about Future Rollouts pp.4-5

Rollouts Adjusted

Rollout 2

CONECUH
ESCAMBIA
MOBILE
RUSSELL
WASHINGTON

Rollout 3

Autauga
Baldwin,
Bibb,
Bullock
Chambers
Cherokee,
Chilton
Clay,
Cleburne,
Coffee
Colbert
Coosa

Coosa
Cullman,
Dale
Elmore
Franklin,
Geneva
Henry
Houston,
Jackson
Lauderdale,
Lawrence,
Limestone

Lowndes
Macon
Madison
Marion
Marshall
Morgan
Randolph
Shelby,
St. Clair,
Tallapoosa
Tuscaloosa
Walker
Winston

Rollout 4

Barbour
Blount
Butler,
Choctaw
Clarke
Covington
Dallas
DeKalb
Etowah
Fayette
Greene

Hale
Jefferson
Lamar
Marengo
Monroe
Perry
Pickens
Pike
Sumter
Talladega
Wilcox

SHELBY COUNTY DIRECTOR CHRIS MONCERET, LEFT, AND MEMBERS OF HER STAFF PARTICIPATED IN FACTS TRAINING IN OCTOBER, 2008. MS. MONCERET GENEROUSLY ALLOWED TRAINING TO BE HELD IN HER COUNTY

A revised implementation schedule has been developed for Rollout 2. The plan calls for five counties, rather than the previous 19, to implement the system on October 27, 2008. The counties which remain on the original schedule are: Conecuh, Escambia, Mobile, Russell, and Washington. The other 14 counties will "go-live" on December 1, 2008, along with Rollout 3. These changes have been made in an effort to balance the support needed by larger counties with the resources available to assist.

Some counties originally scheduled for Rollout 3 have also been moved. They are: Butler, Choctaw, Clarke, Marengo, Monroe, Perry, Sumter, and Wilcox. These counties will now "go-live" on January 5, 2009 with the others from the initial schedule. We believe these revisions will lead to better outcomes for all of the remaining counties, as we continue to learn lessons about how best to ensure successful implementation statewide.

Finally, fifteen consultants from Adult Protective Services and Family Services have been temporarily assigned to support FACTS implementation across the state. One of them will be in contact with you soon to discuss how they can assist your county through this process.

Critical Activities for All Counties Affirmed During Pilot

CLEAN UP EXISTING DATA NOW

It is clear that clean-up of data on the legacy systems is essential. Counties should make efforts now, regardless of rollout schedule, to get this data as accurate as possible. We will be sending counties additional information regarding caseloads that we will be asking you to review

CURRENT ORG CHARTS IMPORTANT

We will be in touch with Rollout 3 counties in the near future to finalize the organization charts for your county. This process is extremely important to make sure that cases are properly assigned from the legacy systems and that individuals have the proper security clearances. The accuracy of this material will greatly facilitate your implementation.
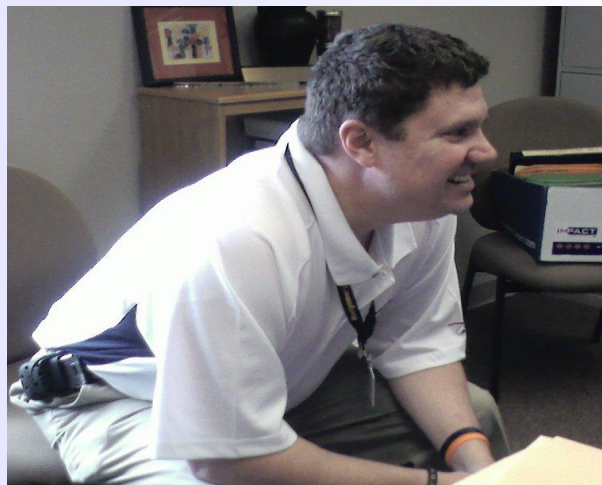
COMPUTER-BASED TRAINING (CBT)

For a better understanding of the scope of this system and how it will impact your work, review the FACTS Computer-based-training (CBT) prior to your training. County staff can access the FACTS Computer Based Training at F:\Data\Facts\Training. Access to the CBT file folder requires no user access profile, so anyone may view it. (If the CBT is difficult to read, it will most likely be because of a computer's resolution setting. The correct resolution setting is 1280 x 1024.)

COMMUNICATION ESSENTIAL

We plan to have meetings with counties either individually or as a group prior to implementation. These meetings will bring you up to date on activities and provide you with information you can use to facilitate the process. We will be in touch with you about these meetings.

We will provide on site assistance during the first few weeks after FACTS is implemented. This will be a challenge as there are many counties being implemented during each implementation, but we are eager to support the process as broadly as possible.

Cris Moody FACTS Training Manager works in Lee County.

Victoria Currie, Crenshaw County CPS Worker, uses FACTS to document an Investigation.

MENTORS KEY TO LOCAL IMPLEMENTATION

FACTS Mentors are a critical component of implementation. The Pilot experience has already shown us how important it is that the Mentors understand their role and that they be well prepared as the county moves to implement the system. These are the individuals who must become the in house experts in each county. The Mentor serves as Implementation Lead for the county, and is the "go to" person in that office for FACTS questions or problems.

The Mentor will initially have the most comprehensive understanding of the system. Then, once a county has implemented FACTS, Mentors will serve as ambassadors and implementation support in partnership with FACTS Team in nearby counties as the new system is introduced to them.

The first point of contact for FACTS questions is the Mentor, and he or she will also be the liaison between a county office and the FACTS Help Desk. Training sessions are occurring statewide at this time, and we are confident that, as feedback is received and incorporated into the training process, Mentors will be even better prepared for Rollouts 2-4. For more information about Mentor Training or other details, please e-mail Linda Cassity at the FACTS Project

RESOURCES TO ASSIST YOU NOW

As the FACTS System becomes implemented statewide, we recognize that it is crucial for you to be able to access reliable information and assistance quickly. We are pleased to advise you that there is now a FACTS Website accessed through the Department's regular Intranet. (http://intraweb/) See FACTS in the gray column on the right and click. **This website will be the primary source of current information about FACTS,** and you are encouraged to review the site frequently for policy, schedules, roadmaps and other assistance. Some components are still "coming soon", so look for them shortly. Below are other resources

Computer-Based Training (CBT)
F:\Data\Facts\;Training

Mentor Guide

F:\Data\Facts\;

Online Help – describes each screen. Accessed once a county goes live.

Quick Reference Guide (QRG) – step-by-step instructions for performing a task in FACTS (e.g., recording a contact with the client.) Accessed once a county goes live.